



# Employee Appreciation Ceremony



November 4, 2003 marked a special day for ADOA, a celebration of employee excellence. One day each year is set aside for ADOA to recognize performance achievements at its Annual Employee Recognition Awards Ceremony. The ceremony recognizes employees for their outstanding performance in five award categories: Supervisor of the Year, Public Service, Career Excellence, Team of the Year and Employee of the Year.

## THIS YEAR'S WINNERS ARE...

**Supervisor of the Year is Mira Dobson,  
Manager/Occupational Health Services, Financial Services Division**

The category of Supervisor of the Year recognizes an employee who demonstrates excellence in leadership, motivation and support of staff toward the attainment of division and department goals and positively affects employee morale.

Mira's vision of what Occupational Health Services can and should be is multidimensional. She views a negative situation not as a deterrent, but as an opportunity to effect change and uses it as a motivator and a tool to aid her in achieving a positive outcome.

She supports and encourages staff to pursue their talents and interests and utilizes their skills to attain unit and agency goals. She cultivates team spirit and recognizes each of her staff as a vital component of the team by acknowledging their individual strengths and empowering them with the responsibility to make a difference within their own area of influence.

Mira became aware that Capitol Police staff were in need of Bloodborne Pathogen training as well as Hepatitis B vaccinations. She took on the project, made sure they received the training they needed and set up a contract to provide the vaccine and the necessary post-exposure follow-up. Mira fosters an environment at Occupational Health Services that enables staff to feel they are an integral part of the team and are nurtured, supported, motivated and empowered to achieve individual and team goals. Mira, congratulations on your accomplishments.



"... I was honored and humbled ... For each wonderful thing my staff said about me, I return the sincere compliments twofold. Without a great team, there is no leader, and I have truly been blessed with this staff. ..."



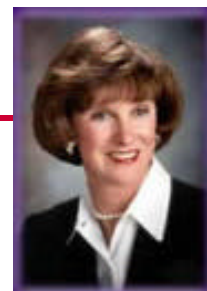
**Public Service Award goes to Luis Garcia,  
Management Services Division**

The Public Service Award recognizes an employee who has demonstrated, through volunteerism or other public service activity, a commitment to civic responsibility, a concern for the community and a dedication to improving the quality of life of its residents.

Luis Garcia volunteers at St. Matthew's Catholic Church School. He has served on the school board and was instrumental in bringing the City of Phoenix After-School Care and the

"... The real feeling didn't hit until a couple of days later. Receiving this award makes me realize all the time, efforts and sacrifices were well worth it! I feel like the bunny rabbit - RE-ENERGIZED."

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Betsey Bayless

A newsletter for the employees of the Arizona Department of Administration regarding agency employees and created by employees.

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*ISD*

Recognizing employees for a job well done is happening every day and that is what our BRAVO! Program is all about. Once a year we like to take the time to honor those employees who have consistently gone the extra mile. The Annual Employee Recognition Program recognizes those outstanding individuals who have helped achieve ADOA's goals.

This year there were 122 nominations submitted representing 312 employees.

All the nominees are deserving of special recognition for their contributions. I am proud of all of you and proud to be associated with you. Congratulations to all of our nominees and award recipients.

We know that 2003 was a challenging year for ADOA and 2004 continues to bring more challenges for ADOA as well as for many other agencies. We could not meet the goals we have met and achieve the results we have achieved without dedicated and hardworking employees like you. I am very proud to be associated with people who possess the kind of "can do" attitude that our nominees possess. All of your contributions are vital in making the Department of Administration a high-performing and well-respected agency.

Throughout my career in public service at several different levels of local and state government, I have always admired the day-to-day efforts of those in public service. We honor your dedicated, goal-oriented, hard work because it inspires all of us to be better employees, public servants, and citizens.

These annual award recipients are not nominated by management or even a management team, but are nominated by your peers... employees recognizing employees. I also want

to recognize all those people who took the time to submit a nomination to recognize a special team or person. Your actions help make ADOA successful by building teamwork and agency morale. Thank you for making your valuable contributions.

ADOA's Cause for Applause instant recognition program allows us to recognize our fellow employees on the spot for doing a job beyond expectations. This year the Cause for Applause instant recognition program recognized 1,500 employees. The 135 milestones honoring years of service include:

- 58 5 Years
- 30 15 Years
- 10 25 Years
- 21 10 Years
- 13 20 Years
- 3 30 Years

Thank you all for your hard work and dedication in serving State Government with Leadership, Pride and Innovation.

I wish you all a happy and safe holiday.

Betsey Bayless

**"The height of your accomplishments will equal the depth of your convictions."**

~William F. Scoavino

#### Alternative Formats

This document is available in alternative formats. Contact Shirley Alexander at (602) 364-2877.

Be sure to listen to The Betsey Bayless Show each Tuesday from 7:00 – 8:00 p.m. on Radio Station KFNX -1100 AM. Each week I discuss the hot topics of the day.

# CAUSE FOR APPLAUSE

ADOA's **Cause for Applause** instant recognition program allows us to recognize our fellow employees on the spot for doing a job beyond expectations. The program minimizes procedures and maximizes immediate feedback. Cause for Applause certificates are available through your division coordinator or you can find an electronic copy on your local area network.

ADOA has other programs too. **Take A Bow** acknowledges employees who retire from state service; **Encore** recognizes employees who celebrate a milestone anniversary beginning at their 5<sup>th</sup> year, then every 5 years thereafter. Divisions also hold celebrations to recognize **Employee** and **Team of the Quarter** recipients.



## November/December Milestones

### Five years

ISD Dwayne Allen, Mark Clark  
MSD Delbert Arnote, Charles Guigey, Janet Weidman  
CP Daniel Stolf

### Ten years

FSD Steve Alleman, Virginia Bethel  
GSD Eduardo Calilung, James Stiles

### Fifteen years

GSD Anita Boylan, Valerie O'Neal  
CP Robert Caraway

### Twenty years

ISD Sherry Auzenne, Lupe Barrientes

### Twenty-five years

ISD Steve Weber

### Thirty years

MSD Linda Conway



## Mark Your Calendar

### December

#### 1st – 12th The Holiday Concert Series

Capitol Tower Lobby, 10:00 a.m. – 1:30 p.m. daily

#### 8th Tree Lighting Ceremony

Capitol Tower Lobby, 9:30 to 9:45 a.m.

#### Blood Drive

8:30 a.m. to 1:00 p.m.

ADOA Building Parking Lot (Bloodmobile)

Executive Tower - location TBD

#### 18th ADOA Holiday Celebration

ADOA Lobby, 2:00 – 4:00 p.m.



### January 2004

#### 11th Rock 'n' Roll Arizona Marathon and Half-Marathon

Wesley Bolin Park (to downtown Tempe),  
7:30 a.m. – 4:00 p.m. (see article on page 6)

## Wise Words



Kindness gives birth  
to kindness

~Sophocles

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Loyola Project programs to the school.

He is involved in activities such as the school's Open House, the eighth-grade graduation, the athletic/sports banquet, the school Christmas party, and chaperone duty for students participating in school activities.

He personally does cleaning, carpentry, yard care, painting, and car repair at the school. He maintains and repairs all of the school's equipment which has saved the church money that can be better spent on education tools.

Recently, Luis was named Athletic Director for the school managing the Sports Department. He recruits coaches, ushers the coaches through a certification process, manages the game scheduling and team uniform inventory and mentors student-athletes. Luis is a pillar at St. Matthew's Catholic Church and School and he is what "public service" is all about. Congratulations Luis.

### **Career Excellence Award goes to Kjell Anderson, Accounting Senior Manager, FSD/GAO/Payroll**

The Career Excellence award recognizes and rewards employees who have demonstrated exceptional levels of performance within their career fields and have made an outstanding contribution to the agency and its goals.

Throughout his career, Kjell has always been involved with finance. As a graduate of the University of Utah with a Bachelor of Science Degree in Accounting, Kjell joined State service with the Accounting Office in October 1997 as an Accountant I in the AFIS/HRMS Application Security section, was promoted to Accountant III in March 1998, and by November 1998 Kjell was promoted to Accountant Senior Manager responsible for Central Payroll and Operations. Currently, he is responsible for Central Payroll and the Retiree Accumulated Sick Leave (RASL) program. Kjell has provided leadership and direction at a time when it was needed. He has been at the forefront of implementing reorganization within the group and with the report process. Kjell is Chairman of the Chart of Accounts Committee for the Screen-Printing Association International, an Organizational Representative for the Boy Scouts of America and is also very active in his church.

Kjell is service oriented in nature which is clearly reflected in his actions toward his staff, co-workers and customers. Congratulations on your career achievements.



"I am overwhelmed by this honor. It is my privilege each day to work with wonderful people. I share this recognition with them. I was taught at an early age that service to others is the finest form of reward."

### **The Team of the Year is the Open Enrollment Team**

**John Sheller, Dave Weller, Marcia Jarvis, Jason Weber, and Jerry Freeman from the Human Resources Division, and Norma Carrillo and Ralph Rodriquez from the Management Services Division**



Kathy Peckardt, Norma Carrillo, Marcia Jarvis, Jerry Freeman, Ralph Rodriquez and Dave Weller  
Not pictured: John Sheller and Jason Weber

This category recognizes and rewards teams who have made exceptional contributions with measurable results in improved customer service, increased work efficiencies and commitment and cooperation for successful completion of a project toward the achievement of division goals and objectives.

The Open Enrollment Team's mission was to implement an exemplary Open Enrollment for the 2002/03 plan year. They had a challenge on their hands.

The team formulated a strategy that included five key "difference makers" which were created in response to specific problems identified in a series of focus groups:

- Creation of a customer satisfaction council responsible for reviewing and modifying the open enrollment newsletters and materials and for providing constant direction throughout the open enrollment process.
- Creation of a direct mail campaign. In previous years, the materials were distributed to employees through the agencies. The team elected to direct mail all material to each retiree/employee's home.

John Sheller stated... "I'm honored to be included with such a high quality group of men and women. In my over 30 years of private sector experience, I never worked with a more creative, customer-focused, "can do" group of people than those recognized by this award."

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- Creation of a paperless enrollment. Many of the errors from the previous year's open enrollment occurred in the paper enrollment process. Forms were lost and data entry errors were prevalent. The team adopted a paperless enrollment process that provided both web site and phone enrollment systems allowing 24/7 access to the process.
- Creation of a dedicated Open Enrollment Call Center. The Call Center, housed at the Department of Revenue, was staffed with ten temporary employees who answered open enrollment questions before, during and after the enrollment period. In the process they freed up existing benefits operational staff to concentrate on improved daily support for customers.
- Improved communications. To improve communications, the team sent four newsletters to employees/retirees prior to open enrollment to prepare them for an easy and smooth enrollment. The team also took their show "on the road" holding 21 Benefit Information Forums in six different locations statewide. These forums provided an opportunity for employees and retirees to discuss issues directly with the benefit carriers.

The results of their efforts were an 89% overall satisfaction with the open enrollment process. The Open Enrollment Team fulfilled their mission! Congratulations on a job well done.

### Employee of the Year Award goes to Laura Dillingham, Training Officer, Arizona Government University

This category recognizes and rewards one employee in the Department who provides contributions toward work force cohesiveness, pride, morale, enthusiasm, productivity, operational improvements, continuous improvement, teamwork and customer service improving the products and services provided by ADOA.

Laura exemplifies customer service, teamwork and communications on a daily basis. She provides consulting, facilitation, training, focus groups, team building and professional executive coaching services agencywide. These services significantly enhanced the knowledge and skill levels of employees and contributed to their ability to attain the strategic goals and objectives of their agency. Laura always makes time to provide services based on the customer's needs. She has received continuous positive feedback from AzGU's internal and external customers. Laura recognizes the value of customers and their needs both internally and externally.

Laura has taken the lead on various projects and assignments that have led to the attainment of team and organizational goals and objectives. Congratulations Laura on being ADOA's Employee of the Year!



Photos courtesy of Ron Gag and Greg Dillard

## AzSPO 2003 Annual State Contract Show

The Arizona State Procurement Office's 20<sup>th</sup> Annual State Contract Show, held at the Phoenix Civic Plaza on October 21<sup>st</sup>, was a great success! It showcased products and services currently covered under existing statewide contracts.

Over 100 vendors participated, purchasing nearly 200 booths. Over 350 attendees stopped by throughout the day from as far away as Flagstaff and Yuma. There were even some visitors from out of state. Each year the show gets better and better.

If you were unable to attend this year, you can catch the show next year.



## GAO and AzGU Introduce Professional Development Program



The General Accounting Office and Arizona Government University recently introduced its "No Cost/Low Cost CPA and CPE" program. The program is an innovative and unique professional credentialing curriculum designed to enhance the quality of financial management in State government and provide significant educational benefits to employees in the State's financial community.

The essence of the program is that for no cost, or for a very low cost, qualified employees can take specialized courses which will enable them to prepare for the CPA exam and/or take Continuing Professional Education to maintain existing credentials such as the CPA (Certified Public Accountant), CMA (Certified Management Accountant), CGFM (Certified Government Financial Manager) and other professional designations. Participating employees can avoid costs of more than \$2,000 to prepare for the CPA exam, and save as much as \$500-\$1,000 per year in CPE expenses to maintain their existing credentials. In addition to providing a substantial benefit to State personnel, the Continuing Professional Education component is also available to employees in all of Arizona's counties, cities, towns and political subdivisions.

Additional information is available by visiting the GAO website at [www.gao.state.az.us](http://www.gao.state.az.us) or by calling Lee Baron, Financial Services Division, at 602-542-9997, Greg Vokoun, General Accounting Office, at 602-542-6223 or Greg Price, Arizona Government University, at 602-771-2948.

## Wesley Bolin Park is the Start Line for The Rock 'n' Roll Arizona Marathons

On Sunday, January 11, 2004, Rock 'n' Roll Arizona will "rock" through the Phoenix area. The inaugural marathon and half-marathon will tour through some of our most vibrant cities, including Phoenix, Scottsdale and Tempe. The race start-line areas will be staged from our beautiful Wesley Bolin Memorial Park with both races merging for one spectacular finish in downtown Tempe.

Race start times:

- Wheelchair Race - 7:35 a.m.
- Elite Runners - 7:45 a.m.
- Marathon - 7:45 a.m.
- Half-Marathon - 7:45 a.m.

### Post-Race Concert

A post-race concert will be held under the stars at Tempe Beach Park. Gates open at 5:00 p.m.

To learn more about the race, to register as a race participant, for concert information, or to volunteer, visit [www.rnr.az.com](http://www.rnr.az.com).

*Beneficiaries of this race are :*

*The Lymphoma & Leukemia Society, American Stroke Foundation, Child Help USA, and Team Diabetes.*



# SHANNON MARIA CURLEY

## March 12, 1971 - October 19, 2003



We remember so many wonderful things about Shannon. Here are just a few that come to mind...

- Her bright, spontaneous smile throughout the day, no matter what
  - Her love and dedication to MSD coworkers as well as vendors
  - Her desire to do the very best she could, whether it was work, parenting or play
  - Her smile!
  - Her love of her beautiful daughter, Alyssa
  - Her love of family, hers and anyone else who was willing to share theirs
  - Her love of the Navajo culture and her desire for her daughter to know it and love it
- 
- Her smile!
  - Her desire to better herself and make a wonderful life for Alyssa
  - Her belief in education and the future education of her daughter
  - The color purple
  - Her smile!
  - Winnie the Pooh
  - Beautiful holiday decorations
  - Jigsaw puzzles during her lunch break
  - But what we will remember with fondness and miss the most is her beautiful ever-present SMILE!

## SECC – It's not too late to...Give a hand, touch a heart...Together we win!

We're almost at the end of this year's State Employees Charitable Campaign.

We have had lots of fun and raised a lot of funds with the Chocolate Lovers Fest/Silent Auction/Raffle, Tostada Fiesta (and let's not forget "leftovers

day"), Jail and Bail, Best in Show, Rummage Sale, special raffle items, Books are Fun and the Entertainment Books

which are still available. It's still not too late to make a contribution - just contact your division SECC Coordinator or Diana Sandy at 542-4804.





## Fighting E-mail SPAM

**SPAM - it wastes time and money.** The Internet is relatively unpoliced, but there are measures that can be taken on both the organizational level as well as the user level to reduce the amount of SPAM you receive. They are by no means completely effective as spammers are very clever in bypassing antispam mechanisms. However, if undertaken, your junk e-mail may be kept down to a reasonable level.

Spammers get your e-mail address when you:

- Put your e-mail address on a high-traffic website.
- Post or reply to a post on Usenet.
- Post or reply to a post on a public web-based discussion group.
- Register your address with a website that sells lists.
- Subscribe to a special interest site with your e-mail address.
- Reply to an opt-out e-mail or click on an opt-out/unsubscribe link in a message.
- Reply to a spam message—all this does is verify your address is real.
- Post your e-mail address in a chat room.

### What ADOA is doing to fight SPAM

The Information Systems Division (ISD) uses subject blocks, sender/domain blocks and real-time black-lists to reduce unwanted e-mail, or spam. ISD continues to investigate and implement other tools to fight SPAM as well.

### What you can do to fight SPAM

Avoid attracting spammers by understanding the way spammers get your address as listed above and try to avoid them.

Enable and use the Junk Mail Handling feature in your GroupWise 6.5 client.

Junk Mail Handling can be used to decide what is done with unwanted Internet e-mail that is sent to your GroupWise e-mail address. Junk Mail Handling allows you to block, junk or trust senders. You can build these lists by manually entering addresses or domains to Junk Mail Handling or you can build the list as items are delivered to you by dragging the items to your Junk Mail folder or right clicking on an item or group of items and selecting to junk or block the items.


When you block e-mail, the e-mail address or Internet domain is added to a Block List. E-mail that is blocked never arrives in your mailbox. When you junk e-mail, the e-mail address or Internet domain is added to a Junk List. E-mail that is junked is moved to a Junk Mail folder. You will need to check this folder periodically to make sure there is nothing in the folder you really did want to receive and add that address to your Trust List. A Trust List allows you to add addresses and domains that you never want to block or junk.

You can also specify to junk Internet e-mail originating from all users except those in your personal address books (including the Frequent Contacts address book). If you use this option, you should periodically check your Junk Mail folder to verify that you are not filtering messages you want.

To enable Junk Mail Handling, click on **Tools**, then click **Junk Mail Handling...** check **Enable Junk Mail List**. For information about how to further set up and use the Junk Mail feature, Block lists and Trust lists, click **Help**, click **What's New** in your GroupWise client, then click **Junk Mail Handling**. If you need additional assistance please call the LAN Help Desk at 542-LANS.



## ADOA HOLIDAY ANGELS

 Do you need a reminder of the true meaning of the holidays? Are you looking for a way to catch the holiday spirit? If so, become a Holiday Angel.

In 1990, ADOA employees participated in the Salvation Army's traditional Christmas Angel Program. At the conclusion of the program, Lee Baron, Assistant Director of the Financial Services Division, suggested that ADOA look closer to home for those in need. Thus, the ADOA's Holiday Angel program was born.

In the first year, presents were gathered then given, unwrapped, to ADOA employees needing assistance. Through the years, due to the ingenuity of employees and the generosity of merchants, the program has grown – both in depth and breadth.



One year, ADOA partnered with the Phoenix police, who provided abandoned bicycles. The mechanically-inclined among us refurbished the bikes. The result? Thirty-five children received bikes, for most their first. Another year, instant cameras and free processing were provided so that each family could capture the magic of the moment. In its 12-year history, Holiday Angels have collected more than 5,000 gifts and provided approximately 500 complete meals.

If you want to get involved, it's easy and there is still time. Each ADOA division, the Governor's Office and the Treasurer's Office sponsor one or more families. The goal is to provide each child with an asked-for, longed-for toy and article of clothing. Adults receive gifts as well. The fixings for a complete holiday meal – ham, potatoes, stuffing mix, vegetables, gravy, cranberries and dinner rolls – are also provided. Adding the finishing touch is a poinsettia plant or festive flowers.

Your division's coordinator has all the information that you need.

AzGU  
Capitol Police  
Director's Office  
Financial Services  
General Services  
GITA  
Governor's Office

Bertha Gonzales  
Regina Weiers  
Kathe Cochrane  
Steven Alleman  
Joanne Brooks  
Lisa Meyerson  
Sheri Van Horsen

HRIS  
Human Resources  
ISD  
Management Services  
Tucson ADOA  
Treasurer's Office

Becky Watson  
Connie Geesey  
Diana Sandy  
Shirley Alexander  
Karen Sanger  
Blaine Vance



Still looking for a reason to participate? Perhaps John Kindree, Risk Management, who has been actively involved in the program for the past eight years, can persuade you. When asked about his program experiences, John remarked, "When the divisional representatives arrive with the gifts and cards that their divisions have collected, you just can't believe how generous people have been." John continued, "And to see the look on their faces as the recipients pick up their packages and ask 'this can't all be for my family, can it?' It brings tears to some and others just smiles." So, give a smile, get a smile, and get involved in Holiday Angels.

## Capitol Rideshare Honored By Valley Metro

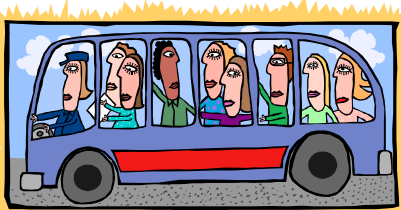
The State of Arizona Travel Reduction Programs and Capitol Rideshare were recently honored by Valley Metro for their outstanding programs. At a luncheon hosted by Valley Metro/Regional Public Transportation Authority, the Capitol Rideshare and the Travel Reduction Programs Office received the award for the Most Outstanding Program in Maricopa County. Capitol Rideshare also received the Creative Excellence Award for this summer's Ozone Outlook Campaign.

Hundreds of travel reduction coordinators throughout the Valley representing public and private sector employers attended the event held at the Biltmore in Phoenix.



### Congratulations to the team:

Back row: David Oihus, Abby Williams, Kayelen Rolfe, John Corbett  
Front row: Dora Brafford, Regina Bernal, Annette Fettig





# Ask the Experts

## Spotlight on General Services Division, Facilities Operations and Maintenance (FOAM)

### What do you think ADOA employees would find most surprising about FOAM?

That FOAM has responsibility for 91 buildings totaling three million square feet! The properties consist of offices, laboratories, exhibit and warehouse space; equipment shops and parking garages/lots. Six satellite properties located from Scottsdale to Kingman as well as the Tucson Capitol Complex are also included. The Legislature and Attorney General also have offices in Tucson. The Tucson Capitol Complex operations mirror those of the Phoenix Capitol Complex (HVAC, maintenance, grounds and custodial services).

### How does FOAM manage all that square footage?

- Operating engineers (Stationary Engineers) monitor all building operational functions 24/7.
- The Preventive Maintenance Team works to check mechanical and electrical components, change air filters, clean coils, and clean vents from 11:00 p.m. to 7:00 a.m.
- A team of night-shift maintenance personnel perform the same work as their day shift counterparts from 2:30 p.m. to 12:30 a.m. They also perform work that must be done while buildings are unoccupied.

### What about the landscaping? Who determines what and when we do this?

Grounds maintenance and landscaping for the 127 acres of the Phoenix Capitol Complex have seasonal demands coupled with the varied needs of numerous special events held in Wesley Bolin Plaza and the surrounding grounds. In recent years FOAM has implemented a staged plan to shift from lawns, trees and plantings that require high moisture to arid species that thrive in our desert southwest. FOAM's efforts were recognized with the prestigious Briggs and Stratton "Top Ten Lawns in the United States" award and special recognition from Governor Jane Hull.

### What is the "Custodial Team"?

The "Professional Services Custodial Team" is the first model team for the Custodial Unit. The team consists of a staff that is committed to establishing a solid foundation for success. Building on that foundation, they developed an assembly-line process in which each team member focuses on one task ensuring that task is performed at the highest level of efficiency. Each team member is accountable for the reputation and success of the team.

### What does HVAC mean anyway?

Heating, ventilation and air conditioning.

### Why isn't the ADOA building managed by FOAM?

The ADOA and ADEQ Buildings were built with private funding (OPUS) with long-term leases to the State. OPUS manages and maintains these buildings along with their parking garages/lots and associated building systems.

### Is FOAM responsible for all exterior flags in the ADOA Building System in the Capitol Complex?

Yes. FOAM has the responsibility to fly all exterior United States, Arizona and military flags. Flags are flown, maintained and retired according to established protocol. Commemorative flags are flown by special request. For more information on flags and flag protocol, contact FOAM at 602-542-0692.

### How does FOAM track maintenance and work orders for all 91 buildings?

FOAM has implemented current technologies in the management of daily operations using a computerized maintenance management system (CMMS) MP2 to track the history of every activity from the initial work request to the finished product. It lists all equipment and tracks how often a piece of equipment breaks down or requires repair which helps prevent costly breakdowns due to foreseeable equipment failure.

FOAM has implemented, in conjunction with the other sections of General Services, a computerized preventive maintenance system (CPMS) to list each building in the ADOA Building System along with pertinent information such as size, location, type and facility condition assessments to enable preparation and justification of future funding needs. The system also documents deferred maintenance in each building and coordinates project activity with the ability to group "like" projects or needs for cost savings through volume purchasing discounts.

### How do we get in touch with FOAM if we have a maintenance problem and need to put in a work order?

FOAM has a Customer Call Center staffed from 8:00 a.m. to 5:00 p.m. daily at 602-542-4594. The call distribution system also gives you the option to leave an after-hours work request, check the status of a work order or to leave a message. Work requests can also be e-mailed to [gscustomer.support@ad.state.az.us](mailto:gscustomer.support@ad.state.az.us). After-hours emergency calls are automatically routed directly to on-duty FOAM personnel.



# People on the Move



Division	New Team Members	Good-Bye, Good Luck
Capitol Police	<ul style="list-style-type: none"> <li>Ida Camacho transferred from ADOT</li> </ul>	<ul style="list-style-type: none"> <li>Robert Chavez transferred to Registrar of Contractors</li> </ul>
Financial Services		<ul style="list-style-type: none"> <li>Donna Boone left state service</li> <li>Joel Grub left state service</li> <li>Mary Ryan left state service</li> <li>John Schutter left state service</li> <li>Michele Walker left state service</li> </ul>
General Services	<ul style="list-style-type: none"> <li>Rene Castillo reinstated</li> </ul>	<ul style="list-style-type: none"> <li>Michael Bettencourt left state service</li> <li>Ruby Lawrence left state service</li> <li>Paul Lopez retired</li> </ul>
HRIS		<ul style="list-style-type: none"> <li>Duane Pruett left state service</li> </ul>
Information Services		<ul style="list-style-type: none"> <li>James Hindman left state service</li> </ul>
Management Services	<ul style="list-style-type: none"> <li>Sally Baker transferred from ADEQ</li> <li>Michelle Brooks transferred from FSD</li> </ul>	<ul style="list-style-type: none"> <li>Joseph Hagood left state service</li> <li>Ernest Thompson left state service</li> </ul>
Director's Office	<ul style="list-style-type: none"> <li>Angela Fischer transferred from AHCCCS</li> </ul>	

